

KRONOS EMPLOYEE FAQ

GENERAL USAGE

1. Will I have to clock in and out when I begin and end my shift?
 - a. No, most employees will simply be reporting their hours worked per day just like they are currently doing on their paper timesheet. A small number of employees who work in offices staffed 24 hours/day may have to clock in/out in order for the shift differential pay calculations to work.
2. I am an exempt employee and do not currently complete a timesheet. Will I have to enter time in Kronos like non-exempt employees?
 - a. Yes. Exempt employees will be required to submit an electronic timesheet through the Kronos timekeeping system. Most exempt employees will not need to record all hours worked. They will simply need to record their 40 hours per week if they are full-time along with any leave used. Some exempt employees will be required to report all hours actually worked for grant reporting purposes.
3. What is a labor level?
 - a. Labor levels refer to information dictating how an employee's pay is to be charged or containing necessary job information. These fields will be predetermined by Human Resources and Financial Services.
4. Do I need to type in BAS for my regular work time?
 - a. No, you should never type one of the system-generated pay codes into the pay code fields in Kronos. See the Kronos [Pay Code Listing](#) for details on which pay codes are system-generated.
5. How do I record overtime worked?
 - a. You simply need to report your total hours worked each day and Kronos will take it from there! It will automatically calculate overtime hours for a non-exempt employee who records more than 40 hours of work time in a workweek.
6. How do I elect pay or comp time earned for my overtime?
 - a. You will open up the comment lines by clicking on COMMENTS and then use the magnifying glass next to the comment line to select either ELECT OVERTIME PAY or ELECT COMP TIME EARNED. This will tell Human Resources how to code your overtime hours. You MUST use the pre-programmed comments in Kronos to communicate your wishes.
7. Can I elect to have some of my overtime paid and some of it comp time earned?
 - a. You may not have two different overtime elections in the same pay period. The overtime hours worked in the pay period must either be all comp time earned or all overtime paid. You may change your election from pay period to pay period so that you can earn comp time for one pay period and then receive pay the next pay period.
8. Can I enter my hours worked in advance?
 - a. No, work time may NOT be entered before it is actually worked. You must wait until you have finished your shift before entering your work hours for that shift.
9. How will anyone know if I did enter my work time in advance?
 - a. All entries and approvals made on an employee time card in Kronos are tracked and recorded on an audit trail. The audit trail will show what type of entry was done, who made the entry and the date and time the entry was made. These audit trails can be

reviewed by your supervisor or Human Resources to see the exact time that a record was added.

10. Can I enter my leave usage in advance?

- a. Yes, if you have advanced plans to take vacation or sick leave, you may enter those hours in Kronos prior to the date of usage. Please note that if you are entering leave for a future pay period, it will not be deducted from your balance in Kronos until that pay period begins.

11. How do I enter my leave usage in advance?

- a. On the Timecard Editor you can use the pay period drop down box in the upper right-hand corner to select any of the next three pay periods to enter your leave time for. If you want to enter leave time for date beyond these three pay periods, you can select Show All from the drop down box. This will display a line at the bottom of the screen allowing you to enter a record for any future date. You will need to type in the date of your leave for this method to work.

12. If I am exempt, do I need to record all my hours worked or can I just put 40 hours per week?

- a. Most exempt employees do not need to report all their hours worked. They will simply need to enter 8 hours per day or 40 hours per week to account for their time. If exempt employees enter their work time as 8 hours per day, they do not need to enter a pay code. However, if they elect to enter 40 hours each week, it will be necessary to type in the EXEMP pay code in the appropriate box. Certain exempt people working on grant-funded projects may need to report every hour of work time. Financial Services or Human Resources will notify you if you are expected to report all hours worked.

13. What does it mean when it says I have to record my time in quarter-hour increments?

- a. It means that you must report time in 15-minute intervals. You must round your time to the closest 15-minute interval for reporting purposes rather than reporting 6 minutes or 12 minutes or 17 minutes of work time. Please see the [Glossary of Payroll Terms](#) for additional information about quarter-hour increments and rounding.

14. How do I record my time spent in an on-call status?

- a. You will simply need to record the total hours spent in an on-call status each day using pay code OCL. For example, if you were on-call Monday through Friday from 5 p.m. in the evening until 8 a.m. the next morning, you would record 15 hours of OCL on each day. This will be in addition to the records for your normal 8 hours of work on each day. Please see the [Glossary of Payroll Terms](#) about eligibility for on call pay and additional information about recording on-call hours.

15. How do I record my hours when I am called back to work while in an on-call status?

- a. When you are called back to work, your hours spent working will be recorded using the CLB (call back worked) pay code. If this time is less than 2 hours, the remainder of the two-hour time frame will need to be added using pay code CBE (call back earned). Please see the [Glossary of Payroll Terms](#) about eligibility for call back pay and additional information about recording call back hours.

16. How do I record holiday time?

- a. Holiday leave time will be mass-added to all eligible employees' time cards by Human Resources. If are working on the holiday, you must simply type in your hours worked on that day and leave the pay code field blank. Kronos will automatically

- calculate your holiday hours worked at time-and-one-half (for eligible employees). You may elect pay or comp time earned for your hours worked on the holiday (for eligible employees).
17. What is the difference between a time card and a time record?
- A time record is an individual line of data such as a single entry for 2 hours of sick leave while a time card is all entries for an entire pay period.
18. Do I need to approve all my time records every pay period?
- Yes, this is an extremely important step! Your approval in Kronos is an electronic signature indicating that the information is a true and accurate record of hours worked, programs charged and leave used each day.
19. How do I approve my time?
- You must highlight each line on the time card by either clicking on it to highlight it in yellow or clicking on the Select button and choosing Select All to highlight everything in yellow. Once all the necessary records are highlighted, click on the APPROVE button. You will know they are approved when you see 1's showing in the AP column for each record.
20. Is clicking on Save to save my time card entries the same thing as approving my time card?
- No, the Save button just saves your entries in case you need to log off and come back later to finish your entries. You must highlight all the lines and click on APPROVE to actually approve your time. The approval is your electronic signature on the time card and lets your supervisor know that he/she can now do a supervisory approval on your time card.
21. What is the deadline to have all of my time entered and approved?
- You must have your time card completed on the first business day after the end of the pay period. Since the pay period ends on Friday, your time card will be due on Monday unless that day is a holiday. All time must be entered and approved by the end of the day that it is due. However, your supervisor may ask you to complete your time card earlier in the day to allow him/her more time to review and approve your time card prior to the supervisory deadline. Supervisors must have all time approved by 10 a.m. on the second business day after the end of the pay period.
22. Will Kronos notify my supervisor once I have finished entering and approving my time?
- No, Kronos is not a workflow system so there aren't any notification messages. Your supervisor will simply need to sign in to Kronos and see whether you have finished entering and approving your time. Your supervisor may also ask you to email or call him/her when you are done if they wish.
23. What happens if I don't have all my time entered by the deadline?
- You will only be paid for the hours entered on your time card by the deadline. If you realize that you are missing hours after the deadline, you must contact your supervisor and/or Human Resources to see if the hours can still be added. If not, any missing hours will be made up on your next paycheck.
24. What happens if my supervisor does not approve my time by the deadline?
- Human Resources will ask another supervisor to approve your time to ensure that you get paid.
25. What happens if I need to make a correction to a prior pay period?
- You will have to document the necessary correction in an email to your supervisor. If your supervisor approves the change, he/she must forward the email to the local

Human Resources Office. Human Resources will then update the history in Kronos and will make the necessary pay changes in NIS on a future pay check date.

26. Sometimes after I have entered and approved my time, it will revert back to an unapproved status. Why does that happen?
- Records will change from an approved status to an unapproved status whenever an edit has been made on the time record. If you did make an edit on one or more of your time records, you will need to highlight and re-approve them. If you did not make an edit, it could mean that your supervisor changed something on your time card that caused the status to revert to un-approved. You should check with your supervisor if you think that is the case. The other thing that will cause approved records to be unapproved is a change in the labor levels. Labor levels may need to be changed by Financial Services if new grant money has come in or if we are moving to a new fiscal year. When that happens, your labor levels will automatically be changed and any approved records will be unapproved due to the change. You will simply need to re-approve your timecards in this case.
27. When I look at the Timecard View, I see that the hours for one my time records show in red. Why is that?
- Records that are in red indicate that a higher level of approval is required before the hours will be paid. This is the case for any overtime hours. Overtime cannot be paid without supervisory approval so when overtime is worked, the record will display in red. This will call your supervisor's attention to the record to ensure the time is approved.

ACCRUALS/LEAVE

28. What is an accrual tier?
- An accrual tier refers to which level of earnings you're at based on your adjusted service date. For example, an employee with less than 5 years of service would be at tier 1 which has an accrual rate of 3.70 hours per biweekly pay period. The employee would then go to tier 2 after completing five years of service, tier 3 after six years of service, etc. Kronos is limited to 10 tiers of accruals per accrual code. Therefore, when an employee hits tier 10, they will go to tier 1 of a different accrual code. See *Accrual Rates for Full-Time Employees* for details on the accrual tiers.
29. How do I see my adjusted service date in Kronos?
- Click on the Accrual View menu. Your adjusted service date is listed above your accrual information. It is labeled as Hire Date in Kronos.
30. How do I request sick or vacation leave?
- You will still need to complete whatever process you currently use to request time off from your supervisor. This may be an electronic request-for-leave system or paper HR37 leave slips. Once your leave is approved, you will then record those hours in Kronos in your time card.
31. What does accrued ineligible mean?
- Accrued ineligible refers to your leave earnings for the current pay period. You are not eligible to use these hours in the current pay period so they will show as ineligible. Once the pay period is over, the hours will move over to the accrued eligible column and you may now use those hours.
32. How does my comp time balance calculate?

- a. Kronos does not calculate comp time earnings. Comp time earnings are imported from NIS to Kronos every other week.
33. Will my accrual balances in Kronos match my balances in NIS?
- a. NIS will be updating Kronos to keep the balances in synch but you may see differences depending on when you look at the balances because Kronos will be more current than NIS. For example, say the pay period ended on the 16th and you went to check your balances on the 26th. NIS would be showing you your leave balance as of the 16th. Kronos would be showing you your leave balance as of the 26th. If you did not use any leave between the 16th and the 26th, the balances should match exactly. However, if you used 8 hours of vacation on the 20th, your Kronos balance will be 8 hours less than what you see in NIS because it has already deducted those 8 hours used. NIS will not show those 8 hours of vacation usage until several days after the pay period ends on the 30th.

TECHNICAL

34. Can I use the Forward and Back buttons on my internet explorer browser while using Kronos?
- a. No, using the Forward/Back buttons on your browser can cause numerous errors with the software. You should be using the internal navigational controls such as Cancel within the Kronos software.
35. Sometimes the screen will not display all of the information I just entered. Is there a way to do a screen refresh to see the necessary information?
- a. Yes, you can do a screen refresh in Kronos by simply clicking on the Timecard View option on the left-hand side and then click Cancel. That will reload all the saved information on your Timecard Editor screen.
36. Can I access Kronos from home?
- a. Yes, Kronos is a web-based program so it can be accessed anywhere with internet access. Simply type in the web address of <http://www.dhhs.ne.gov/kronos> to access the sign on screens for the Kronos employee site. Time spent updating time cards from home would NOT be considered as work time.
37. What is the ideal screen resolution for viewing Kronos?
- a. The ideal screen resolution is 1024 X 768. This will allow you to see all the information on the screen without having to scroll back and forth.
38. What is my Kronos user ID?
- a. Your user ID for Kronos is always going to be your NIS employee number (also referred to as your NIS address book number or your employee ID number). This is a six or seven digit number that uniquely identifies you. For most employees, this number is printed on your employee identification card. If you're not sure what your NIS employee number is, please contact your local Human Resources Office.
39. What are the PIN requirements?
- a. Your PIN must be 6 – 10 characters long and can be any combination of letters, numbers or both. The PIN is case sensitive.
40. How often will my PIN expire?
- a. Your PIN will expire every 90 days but you can change it at any time by clicking on the Change PIN button in the upper left-hand corner.
41. Will Kronos give me a warning before my PIN expires?

- a. Yes, Kronos will give daily warnings starting 7 days before your PIN expires. You can click on the Change PIN button when you first see the warning or you can wait until the day it expires. If you wait until it expires, Kronos will prompt you to change your PIN before you can sign on.
42. What if I forget my PIN?
- a. You can contact the help desk at 402-471-9069 or 1-800-722-1715 and ask them to reset your Kronos Employee PIN. You will need to provide the help desk with your Kronos user ID. Once they have reset your PIN, you will sign on to Kronos by entering your ID and leaving the PIN field **BLANK** and clicking the “Sign In” button. You will then see a prompt telling you that your PIN has expired and asking you to select a new PIN.
43. Where can I find additional information?
- a. This document will be updated frequently with more questions and answers. It will be posted on the Kronos website (<http://www.dhhs.ne.gov/kronos>) under the Useful Documents section.
 - b. You may also want to refer to the Kronos Training Manuals, the [*Glossary of Payroll Terms*](#) or other documentation on the Kronos website.
 - c. Your local Human Resources office should also be able to answer your questions or you may call the main Human Resources office in Lincoln at 402-471-9240.